

2008 City of Rockville Citizen Survey Attach A

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. Results are tabulated by a company independent of the City. Thank you.

Quality of Community

1. Please rate your quality of life in Rockville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Overall, how would you describe the quality of life in the City of Rockville?	1	2	3	4	5
b. How do you rate the overall quality of your neighborhood?	1	2	3	4	5
c. How do you rate Rockville as a place to raise children?	1	2	3	4	5
d. How do you rate Rockville as a place to retire?	1	2	3	4	5

2. Please rate each of the following characteristics of Rockville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Sense of community	1	2	3	4	5
b. Overall appearance of Rockville	1	2	3	4	5
c. Opportunities to attend cultural or arts events	1	2	3	4	5
d. Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
e. Access to affordable quality housing	1	2	3	4	5
f. Ease of travel in Rockville by bicycle	1	2	3	4	5
g. Ease of travel in Rockville by walking	1	2	3	4	5
h. Ease of travel in Rockville by transit	1	2	3	4	5
i. Ease of travel in Rockville by car	1	2	3	4	5
j. Quality of new residential development	1	2	3	4	5
k. Quality of new commercial development	1	2	3	4	5
l. City of Rockville drinking water quality	1	2	3	4	5
m. Rockville's natural environment	1	2	3	4	5

3. How safe do you feel . . .

	<u>Very safe</u>	<u>Reasonably safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
a. Crossing the street in Rockville	1	2	3	4	5	6
b. Walking alone in your neighborhood during the day	1	2	3	4	5	6
c. Walking alone in your neighborhood after dark	1	2	3	4	5	6
d. Walking alone in business areas in Rockville during the day	1	2	3	4	5	6
e. Walking alone in business areas in Rockville after dark	1	2	3	4	5	6

4. In the last 12 months, about how many times have you, a family member in your home or other household member done the following things:

	<u>Never</u>	<u>Once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>More than 26 times</u>	<u>Don't know</u>
a. Used a Rockville park	1	2	3	4	5	6
b. Used a Rockville recreation center*	1	2	3	4	5	6
c. Participated in a Rockville recreation program	1	2	3	4	5	6
d. Attended a City-sponsored special event (such as outdoor concerts in Town Center, Farmer's Market, July 4th fireworks, Hometown Holidays, or Car Show)	1	2	3	4	5	6

*(Glenview Mansion, F. Scott Fitzgerald Theater, Municipal Swim Center, RedGate Golf Course, Rockville Senior Center, Twinbrook Recreation Center, Lincoln Park Community Center, Montrose Community Center, Elwood Smith Community Center, Pumphouse, Rockcrest Ballet Center, Croydon Creek Nature Center, the skate park, the climbing gym)

City Employees

Attach A

5. Have you had phone, in-person or e-mail contact with a City of Rockville government employee within the last 12 months (including receptionists, inspectors, police, planners, administrators, or any others)?

☐ No → GO TO QUESTION 7 ☐ Yes

6. What was your impression of City government employees in your most recent contact?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Not applicable</u>
a. Knowledge	1	2	3	4	5	6
b. Courtesy	1	2	3	4	5	6
c. Responsiveness	1	2	3	4	5	6
d. Follow-up (got back to you or took action if needed)	1	2	3	4	5	6
e. Overall customer service	1	2	3	4	5	6

City Services

7. Please rate the quality of each of the following City of Rockville government services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
a. Refuse collection	1	2	3	4	5
b. Recycling services	1	2	3	4	5
c. Leaf pick-up.....	1	2	3	4	5
d. Street repairs and maintenance	1	2	3	4	5
e. Snow and ice removal	1	2	3	4	5
f. Street sweeping	1	2	3	4	5
g. Street lighting	1	2	3	4	5
h. Street tree maintenance.....	1	2	3	4	5
i. Sidewalk maintenance	1	2	3	4	5
j. Residential property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division)	1	2	3	4	5
k. Commercial property maintenance code enforcement (conducted by the Community Enhancement and Code Enforcement Division)	1	2	3	4	5
l. Recreational programs	1	2	3	4	5
m. Recreation centers (see note on question #4 for full list).....	1	2	3	4	5
n. Athletic fields (such as baseball/softball, soccer or football).....	1	2	3	4	5
o. Playgrounds (tot lots).....	1	2	3	4	5
p. Range of activities available in parks and recreation centers and facilities.....	1	2	3	4	5
q. Safety of parks and recreation centers and facilities	1	2	3	4	5
r. City-sponsored special events (such as outdoor concerts, Farmer's Market July 4th fireworks, Hometown Holidays, or Car Show).....	1	2	3	4	5
s. Appearance of City parks (such as Elwood Smith, Rockcrest, Twinbrook, Lincoln Park, Mattie Stepanek and Welsh Park).....	1	2	3	4	5
t. Enforcement of traffic laws by Rockville Police Department.....	1	2	3	4	5
u. City of Rockville's water and sewer services	1	2	3	4	5
v. Environmental protection and sustainability initiatives.....	1	2	3	4	5
w. Rockville Senior Center programs and services	1	2	3	4	5
x. Services to youth (summer camps/playgrounds, after school programs, childcare, teen activities, swim classes, sports etc.).....	1	2	3	4	5
y. The Rockville Channel (Cable Channel 11) programming	1	2	3	4	5
z. The City of Rockville's Web site (www.rockvillemd.gov)	1	2	3	4	5
aa. Building permit process	1	2	3	4	5
bb. Crime prevention efforts.....	1	2	3	4	5
cc. Overall City of Rockville police services	1	2	3	4	5

8. Overall, how would you rate the quality of services in Rockville?
- | | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| | 1 | 2 | 3 | 4 | 5 |

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9. Please rate to what extent you agree or disagree with each of the following statements.

	Strongly <u>agree</u>	<u>Agree</u>	Neither agree <u>nor disagree</u>	<u>Disagree</u>	Strongly <u>disagree</u>	Don't <u>know</u>
a. I receive good value for the City of Rockville government taxes I pay	1	2	3	4	5	6
b. I am pleased with the overall direction that the City of Rockville government is taking.....	1	2	3	4	5	6
c. The City of Rockville government welcomes citizen involvement	1	2	3	4	5	6
d. The City of Rockville budgeting process is open and understandable to residents	1	2	3	4	5	6

Attach A

Communications Outreach

10. In the last 12 months, about how many times, if ever, have you done the following?

	<u>Never</u>	Less than <u>once a month</u>	1 to 3 times <u>a month</u>	Once a week <u>or more</u>	Don't <u>know</u>
a. Visited the City of Rockville's Web site (www.rockvillemd.gov) ...	1	2	3	4	5
b. Watched a Rockville Mayor & Council meeting and/or other programming on Rockville Channel (Cable Channel 11 or Video On Demand).....	1	2	3	4	5

11. How much information do you get about the Rockville City government from each of the following sources?

	<u>Most</u>	<u>A lot</u>	<u>Some</u>	<u>None</u>
a. <i>Rockville Reports</i> (the City's monthly newsletter).....	1	2	3	4
b. The Rockville Channel (Cable Channel 11 or Video On Demand)	1	2	3	4
c. City of Rockville's Web site (www.rockvillemd.gov).....	1	2	3	4
d. The Recreation Guide, the publication produced by the City of Rockville's Recreation and Parks Department	1	2	3	4
e. Special mailings from the City of Rockville.....	1	2	3	4
f. Postcards from the City of Rockville regarding nearby development	1	2	3	4
g. <i>The Rockville Gazette</i>	1	2	3	4
h. <i>The Washington Post</i>	1	2	3	4
i. Network television	1	2	3	4
j. A civic association/homeowner association newsletter or listserve.....	1	2	3	4

12. Below is a list of City of Rockville government functions or activities. Please indicate which single method of communication you prefer to receive information for each function or activity. (Please select only one response for each function or activity.)

	<u>The City Web site</u>	<u>Email</u>	<u>Rockville Reports</u>	<u>The Rockville Channel</u>	<u>Mail</u>	<u>Public meetings</u>	Don't <u>know</u>
a. Mayor and Council actions	1	2	3	4	5	6	7
b. Environmental initiatives.....	1	2	3	4	5	6	7
c. Special events.....	1	2	3	4	5	6	7
d. Recreation and Park activities.....	1	2	3	4	5	6	7
e. Activities in my neighborhood.....	1	2	3	4	5	6	7
f. Cultural events	1	2	3	4	5	6	7
g. Land use planning & development.....	1	2	3	4	5	6	7
h. Construction projects	1	2	3	4	5	6	7
i. Opportunities to participate in public process.....	1	2	3	4	5	6	7
j. Boards and Commissions.....	1	2	3	4	5	6	7
j. Historic District designations	1	2	3	4	5	6	7
l. Volunteer opportunities.....	1	2	3	4	5	6	7
m. City of Rockville budget information	1	2	3	4	5	6	7

13. For each of the City of Rockville government functions or activities listed below, please indicate how well or poorly informed you are.

	<u>Very well informed</u>	<u>Somewhat informed</u>	<u>Not at all informed</u>
a. Mayor and Council actions	1	2	3
b. Environmental initiatives.....	1	2	3
c. Special events.....	1	2	3
d. Recreation and Park activities.....	1	2	3
e. Activities in my neighborhood	1	2	3
f. Cultural events	1	2	3
g. Land use planning & development.....	1	2	3
h. Construction projects	1	2	3
i. Opportunities to participate in public process.....	1	2	3
j. Boards and Commissions.....	1	2	3
k. Historic District designations	1	2	3
l. Volunteer opportunities.....	1	2	3
m. City of Rockville budget information	1	2	3

Life in Rockville

14. What one thing do you like most about living in Rockville? (Please check only one response.)

- | | | | |
|--|-----------------------------------|--|----------------------------------|
| <input type="checkbox"/> People | <input type="checkbox"/> Size | <input type="checkbox"/> Parks | <input type="checkbox"/> Schools |
| <input type="checkbox"/> Neighborhoods | <input type="checkbox"/> Location | <input type="checkbox"/> Culture/entertainment | <input type="checkbox"/> Other |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> History | <input type="checkbox"/> Jobs | |

15. How likely or unlikely are you to do the following:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
a. Recommend living in Rockville to a friend, family member or colleague	1	2	3	4	5
b. Recommend visiting Rockville to a friend or colleague who does not live in Rockville.....	1	2	3	4	5

16. Many people do not vote in the local elections for Mayor and City Council. Please indicate the extent to which you agree or disagree that each of following reasons may be why people choose not to vote in local elections.

	<u>Strongly agree</u>	<u>Agree</u>	<u>Neither agree nor disagree</u>	<u>Disagree</u>	<u>Strongly disagree</u>	<u>Don't know</u>
a. Too busy/no time.....	1	2	3	4	5	6
b. Just don't care about local politics.....	1	2	3	4	5	6
c. Don't have enough information about the candidates/issues.....	1	2	3	4	5	6
d. Don't have a way to get to the polls	1	2	3	4	5	6
e. Don't know whom to vote for	1	2	3	4	5	6
f. Feel their opinions don't matter	1	2	3	4	5	6
g. Intimidated/overwhelmed by the process.....	1	2	3	4	5	6
h. Local elections are not held with general elections.....	1	2	3	4	5	6

17. Do you have any additional comments or suggestions that you would like to make regarding the City of Rockville and/or the city government's services and performance?

About You and Your Household

Attach A

These last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

18. How many years have you lived in Rockville?

_____ years

19. What best describes your home? Is it a . . .

- ☐ One family house detached from any other houses
- ☐ A duplex or townhouse
- ☐ A building with three or more apartments or condominiums
- ☐ Other

20. Do you rent or own your home?

- ☐ rent
- ☐ own

21. Do you have access to the Internet at home, work or school?

- ☐ No → GO TO QUESTION 23
- ☐ Yes → GO TO QUESTION 22

22. Do you have Internet access through each of the following?

- | | <u>No</u> | <u>Yes</u> |
|--------------------------------------|--------------------------|--------------------------|
| a. Dial-up access..... | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Broadband (DSL, cable modem)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Cell phone/PDA access | <input type="checkbox"/> | <input type="checkbox"/> |

23. Do you subscribe to cable television? No Yes
☐ ☐

24. Do you or other household members use a bike for:

- | | <u>No</u> | <u>Yes</u> |
|---|--------------------------|--------------------------|
| a. recreation or exercise..... | <input type="checkbox"/> | <input type="checkbox"/> |
| b. commuting to school..... | <input type="checkbox"/> | <input type="checkbox"/> |
| c. commuting to work..... | <input type="checkbox"/> | <input type="checkbox"/> |
| d. transportation for other kinds of trips..... | <input type="checkbox"/> | <input type="checkbox"/> |

25. Are you Spanish/Hispanic/Latino?

- ☐ No
- ☐ Yes

26. What is your race? (Please check all that apply.)

- ☐ American Indian or Alaskan native
- ☐ Asian or Pacific Islander
- ☐ Black or African American
- ☐ White/Caucasian
- ☐ Other

27. Do you speak a language other than English at home?

- ☐ No, English only → GO TO QUESTION 29
- ☐ Yes → which language?
 - ☐ Persian ☐ Spanish ☐ Vietnamese
 - ☐ Chinese ☐ Korean ☐ Russian ☐ Other

28. How well do you speak English?

- ☐ very well
- ☐ well
- ☐ not well
- ☐ not at all

29. What is your sex?

- ☐ male
- ☐ female

30. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
- ☐ 25-34 years ☐ 65-74 years
- ☐ 35-44 years ☐ 75 years or older
- ☐ 45-54 years

31. What was your household's total annual income in 2007?

- ☐ less than \$25,000 ☐ \$100,000 - \$199,999
- ☐ \$25,000 - \$49,999 ☐ \$200,000 or more
- ☐ \$50,000 - \$99,999

32. Do any children 12 or under live in your household? No Yes
☐ ☐

33. Do any teenagers aged between 13 and 17 live in your household? ☐ ☐

34. Are you or any other members of your household aged 65 or older? ☐ ☐

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

Please return this survey in the enclosed postage-paid envelope to:

City of Rockville
111 Maryland Avenue
Rockville, MD 20850